

TIMESHEET SUBMISSION & PAY CYCLE POLICY

Effective Date: 07/07/2026 Policy Owner: Kelly Van Der Westhuizen (Administration)

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1. Purpose

This policy sets the requirement for support workers to submit timesheets on the same day each shift is completed and explains what happens if a timesheet is not submitted before the pay period's processing cut-off. It applies to all casual support workers engaged by CitiReach across all SCHADS Award classifications.

2. Policy Statement

Support workers must submit a completed and accurate timesheet for each shift on the same day the shift is completed. Timesheets must not be batched up and submitted at the end of the pay period.

Where a timesheet is not submitted on the day the shift was completed and instead reaches payroll after the pay period's processing cut-off, payment for that shift will not be included in the current pay run. The outstanding hours will be verified and paid in the following pay cycle, together with that cycle's ordinary pay.

This is a timing adjustment only. It does not reduce, forfeit, or cancel any amount owed. All wages earned will be paid in full — the only change is when the payment is processed.

3. Why This Policy Exists

- Same-day submission keeps shift details accurate and fresh, reducing errors, disputes, and time spent chasing corrections weeks later.
- CitiReach must keep accurate time and wage records for every shift, consistent with record-keeping obligations under the Fair Work Act 2009.
- Payroll cannot verify and process hours that have not been submitted, so a timesheet that arrives after the pay period's cut-off cannot be paid in a cycle that has already been finalised.
- Same-day submission also supports timely, accurate invoicing to plan managers and self-managed participants.

4. Process

- Timesheets must be submitted on the same day the shift is completed.
- Timesheets received after the published pay period cut-off — regardless of when the shift occurred — will be processed in the next scheduled pay run.
- Support workers will still receive full payment for all hours worked — there is no reduction or penalty for a late submission, only a delay in processing.
- Repeated late submissions may be discussed with the individual support worker to identify and resolve any recurring cause.

5. Compliance Note

This policy is intended to operate within the pay frequency requirements of the SCHADS Award and the Fair Work Act 2009 (s.323), which require wages to be paid in full and at least monthly. CitiReach will ensure that no support worker's pay is delayed beyond the minimum pay frequency required under the applicable award. This policy does not authorise indefinite withholding of pay under any circumstance.

6. Exclusions

This policy applies to CitiReach's casual support worker workforce paid under SCHADS Award classifications. It does not apply to workers whose arrangements are managed separately and are not reflected in standard payroll or billing reports.

7. Questions

Questions about this policy, or about a specific pay period, can be directed to:

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Approved by: ___Steve Mifsud Head of Operations/CitiReach_____

Date: 17/08/2026__